Nordea

Contents

1 **Objectives**

1.1 **Document objectives**

This is the User Guide for the Nordea Security Client 2. It is intended for end users and Nordea support staff.

1.2 **Terminology**

In the document, the following terms are used.

1. Nordea Security Client 2 – a PC Client used to sign files and download certificates
2. Nordea Certificate Service – A web service used to issue certificates
3. Windows Certificate Store – Windows storage for certificates. Can be accessed through certmgr.msc

2 **Overview**

2.1 **Components**

The Nordea Security Client 2 is provided in a single installation package. It is a single application installed in a dedicated Windows application container. Please note that the installation folder is managed and protected by the Windows platform and might not be accessible without administrator privileges. Typically, the installation folder path should be as follows:
c:\Users\<user_name>\AppData\Local\Packages\NordeaSecureClientDEMO_2bnd5fqs75xpe\

2.2 **Purpose**

The purpose of the Nordea Security Client 2 is to provide a way for the user to:
Sign files using a certificate stored in the Windows Certificate store.
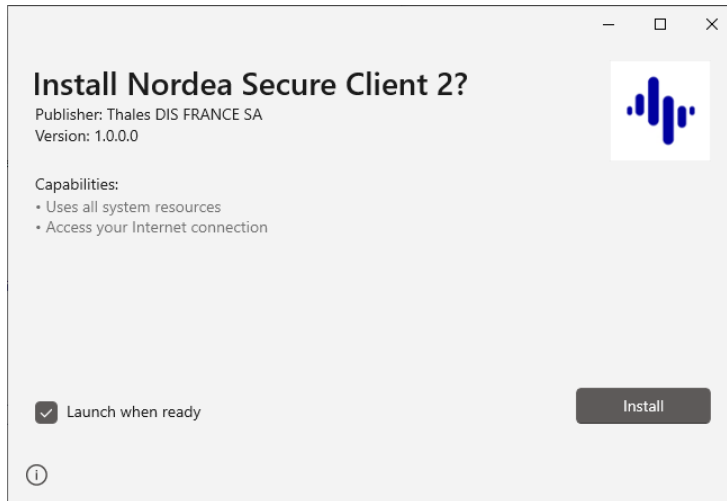Download a certificate from Nordea and either install it in a local Windows Certificate Store or export it in a .p12 file.

3 **Installation**

The Nordea Security Client 2 comes in a single standard Windows installation package.
Start the installer from the provided MSIX package.
Note: Windows will automatically translate this screen to the local windows language.

Note: There is no option to choose an installation folder. The Nordea Security Client 2 is installed in a specific Windows application container that is fully managed by the Windows operating system.

4 User interface

The **Main** menu is launched when you start Nordea Security Client 2. To start it, click the application icon labelled **Nordea Security Client 2** from the Windows Start Menu. The **Main** menu has 5 active buttons: **Configuration**, **Certificate Download**, **Certificate Renewal**, **Signing** and **User Guide**. There is also a version information label in the bottom right corner.

4.1 Configuration

The **Configuration** view enables users to customise **Certificate Service Address**, **User ID/Signer ID, Customer ID/Sender ID** and **Output Folder**. Note that values set here are applied in all other operations within the Nordea Security Client 2 application.

4.1.1 Certificate Service Address

Specify the **Certificate Service Address** that is used to obtain certificates.

4.1.2 User ID / Signer ID

The **User ID / Signer ID** value can be found in the Customer Agreement as "Signer ID" for Corporate Access and Corporate Access Lite customers, and as "Logon ID" for Finnish and Corporate eGateway Web Services customers. The stored value is pre-filled in all the respective fields in the **Certificate Download** and **Certificate Renewal** views. It is also used during the Sign operation.

4.1.3 Customer ID / Sender ID

The **Customer ID / Sender ID** value can be found in the Customer Agreement as "Sender ID" for Corporate Access and Corporate Access Lite customers. The "Customer ID / Sender ID" field in the Signing view will be pre-filled with this value.

4.1.4 Output Folder

The **Output** folder is the location where the Nordea Security client 2 will store all signed files and exported .p12 certificate files. Please make sure the Output folder defined should be existing in the PC.
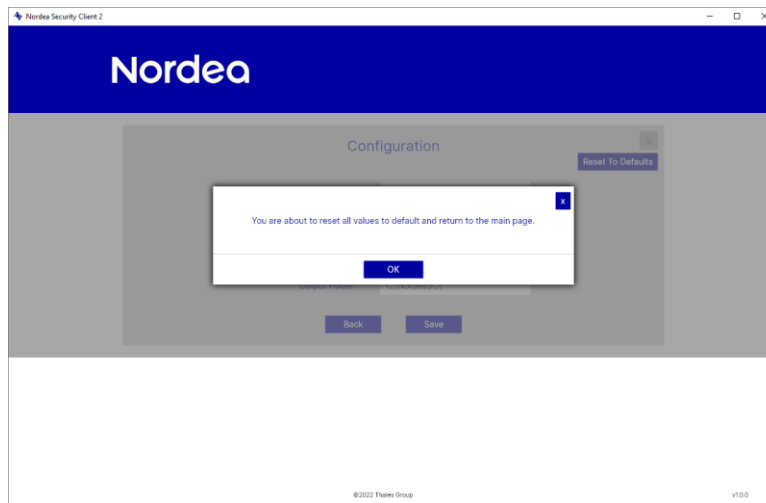
4.1.5 Reset To Defaults

All four fields can be reset to their default values using the button in the upper right corner.

- Click on the icon in upper right corner.
- Click the **Reset To Defaults** pop-up button.

- Confirm the action by clicking **OK** in the pop-up dialog.
  You can also close this dialog if you do not want to reset to default.
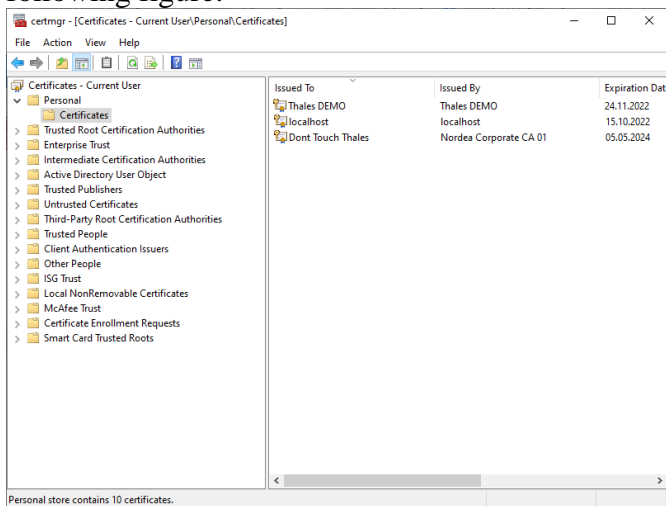
4.2 Certificate download

The **Certificate Download** view is used to get a new certificate from Nordea. Please make sure that the **Certificate Server Address** is correctly set in **Configuration View**.

If you already have a valid Nordea certificate, you can alternatively use the **Certificate Renewal** view, which has less information to complete.
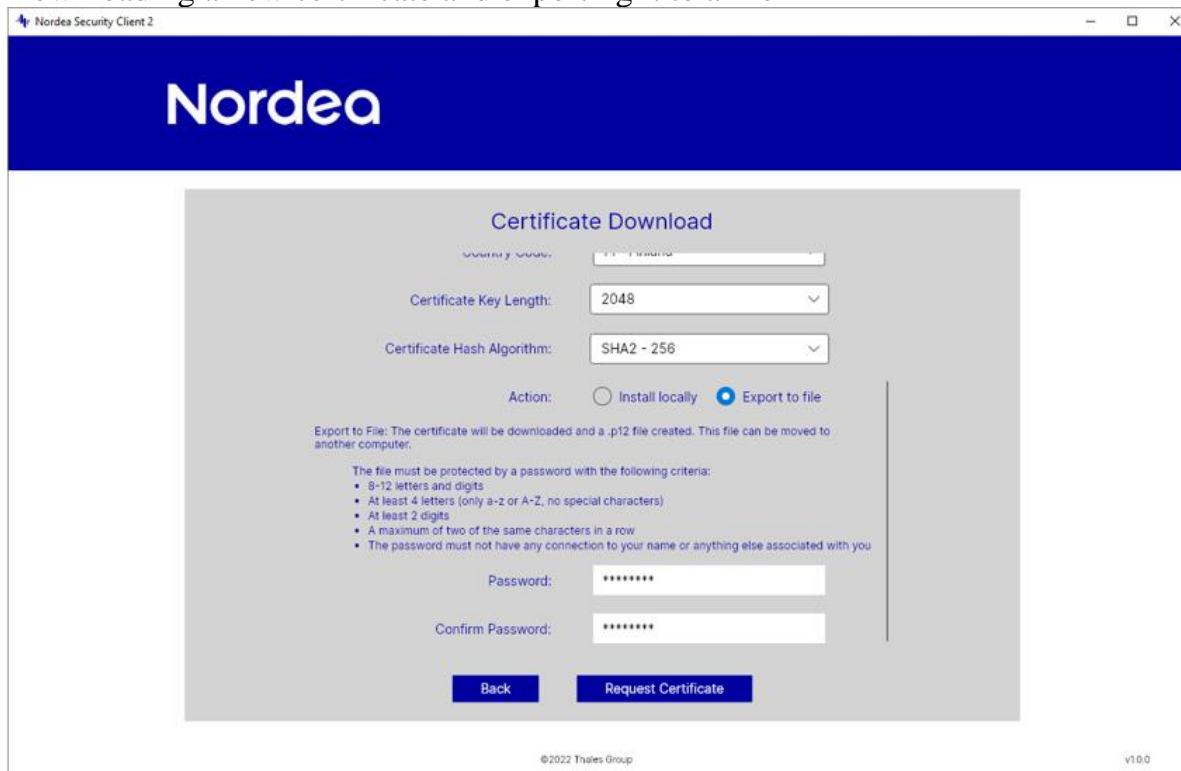
4.2.1 Downloading a new certificate and installing it to the local Windows Certificate Store

- Specify **Name / Certificate Receiver** as stated in your agreement with Nordea. It is important that you use the exact spelling as in the Customer Agreement as this will be verified during the process.
- Specify **User ID / Signer ID** as stated in in the Customer Agreement.
- Provide the one time use **SMS Activation code**, received from Nordea during registration of the service. The SMS code was previously sent to your mobile phone. If you do not have an SMS code, please contact Nordea to receive a new one.
- Select a **Country Code**, depending on which country you use the service from.
- Select required **Certificate Key Length** and **Certificate Hash Algorithm** values from the lists.

- In **Action**, choose **Install locally**.
- Click on **Request Certificate**.
- If the installation is successful a confirmation message appears and you are returned to the **Main** menu.
- The new certificate is stored in Certificates-Current User / Personal / Certificates as shown in the following figure:

4.2.2 Downloading a new certificate and exporting it to a file

- Specify **Name / Certificate Receiver** as stated in your agreement with Nordea. It is important that you use the exact spelling as in the Customer Agreement as this will be verified during the process.
- Specify **User ID / Signer ID** as stated in the Customer Agreement.
- Provide one time use **SMS Activation code**, received from Nordea during registration of the service. The SMS code was previously sent to your mobile phone. If you don't have an SMS code, please contact Nordea to receive a new one.
- Select a **Country Code**, depending on which country you use the service from.
- Select required **Certificate Key Length** and **Certificate Hash Algorithm** values from the list.
- In **Action**, choose **Export to File**.
- Enter the **Password** to protect the certificate file, again in **Confirm Password**.
- Click **Request Certificate**.
- If the export is successful a confirmation message appears and you are returned to the **Main** menu.
- The new certificate is stored in a .p12 file in the **Output Folder** specified in the **Configuration** view.

4.3 Certificate renewal

Certificate Renewal is used to replace an existing valid Nordea certificate with a more recent one. Please note that after downloading a new Nordea certificate, the previous one is no longer valid even if it has not yet expired.

4.3.1 Installing a new certificate locally

- Specify **User ID / Signer ID** as stated in the Customer Agreement.
- Click **Request Certificate**.
- If the installation is successful a confirmation message appears and you are returned to the **Main** menu.
- The new certificate is stored in **Certificates-Current User** / **Personal** / **Certificates** as shown in the following figure:
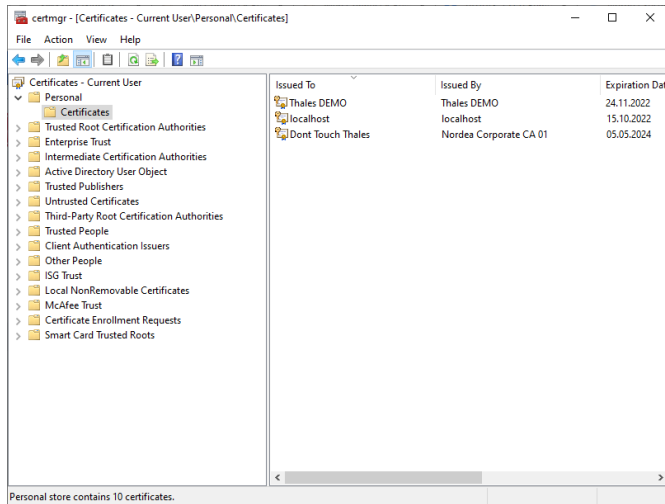
Note: The old certificate is not removed from the Windows Certificate Store.

4.3.2 Exporting a new certificate to a file

1. Specify **User ID / Signer ID** as stated in in the Customer Agreement.
2. In **Action**, choose **Export to file**.
3. Enter the **Password** to protect the certificate file, again in **Confirm Password**.
4. Click **Request Certificate**.
5. If the export is successful a confirmation message appears and you are returned to the **Main** menu.
6. The new certificate is stored in a .p12 file in the **Output Folder** specified in the **Configuration** view.

4.4 Signing

To sign and produce Corporate Access Secure Envelope files, you need to have a valid certificate installed in Certificates-Current User / Personal / Certificates. If you do not, please consult the **Certificate Download** chapter of this User Guide.

- Fill in the **Signer ID** as stated in the Customer Agreement. If you have filled the **Signer ID** in the **Configuration** view, this field will be pre-filled when you open the **Signing** view.
- Fill in the **Sender ID** as stated in the Customer Agreement. If you have filled the **Sender ID** in the **Configuration** view, this field will be pre-filled when you open the **Signing** view.
- In **Select File To Sign**, click **Browse** and select the file you want to sign.
- Select a **Hash Algorithm** to use in the signing process.
- The signed file can be found in the **Output Folder** specified in the **Configuration** view.

4.5 User Guide
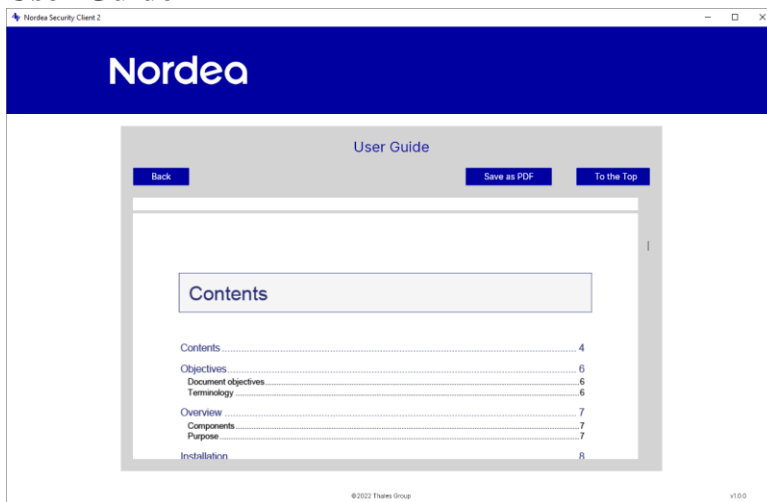
The **User Guide** view is dedicated to present this User Guide document. You can either view it directly in the application or export it as a PDF file via the **Save as PDF** button.

5 Troubleshooting

5.1 Logs

To start collecting application logs, the following log folder must be created on the local drive:

C:\Nordea2Logs

A separate log file is created for each application run. These logs can be used by Nordea Support to solve issues.
When logging is no longer needed, the log folder can be deleted and no more logs will be created.

5.2 Problem with installation

5.2.1 Missing root certificate
Make sure that the following certificate is installed and trusted in your system:
DigiCert Trusted G4

5.2.2 Unsupported platform
Check the **Supported Platforms** chapter to see if your system is compliant.

5.3 Cannot download new certificate
There are several possible reasons why a certificate many fail to download. In each case, the error pop-up dialog will provide the specific reason for failure.

5.4 Certificate is not found for signing or Certificate renewal
The Nordea Security Client 2 requires the user certificate to be stored in Certificates-Current User / Personal / Certificates.
Certificates that are not issued by Nordea, are expired or do not have matching User ID identification are ignored.
To check if the certificate is present, open the Windows Certificate Manager by running **certmgr.csc** from the **Start** menu.

5.5 Exporting certificate to file failed / Saving signed file failed
Check that the **Output Folder** set in the **Configuration** view is accessible and you have sufficient access rights to save files in this folder.

5.6 Cannot open my file to sign
Check if the file is accessible and you have sufficient access rights.
Check the size of the selected file. Despite no explicit file size limit, signing files larger than 600 MB can result in unexpected behaviour.

6 Supported platforms

The Nordea Security Client 2 can run on the following Operating Systems:

	32/64 bit	**10.0.17763.0 and later**
Windows 10		

7 System setting of Regional format

The Regional format defined in Setting of Operating System needs to have time-separator of colon (:) instead of period (.). Otherwise the timestamp produced by Nordea Security Client 2 will be considered not valid by Nordea Certificate Service.

Example of correct Regional format:

Region

Country or region

Finland

Windows and apps might use your country or region to give you local content.

Regional format

Current format: English (United States)

English (United States)

Windows formats dates and times based on your language and regional preferences.

Some apps may need to be closed and reopened to see formatting changes.

Regional format data

Select Change data formats to switch among calendars, date, and time formats supported by the region.

Calendar:	Gregorian Calendar
First day of week:	Sunday
Short date:	2/9/2023
Long date:	Thursday, February 9, 2023
Short time:	11:06 AM
Long time:	11:06:08 AM

Change data formats